



REVISED TO REFLECT A NEW APPLICATION DEADLINE

The Position

Working under close supervision, the Child Support Specialist I is the entry/trainee level in the Child Support Specialist series. A Child Support Specialist I performs a wide variety of duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support payments and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; collects DNA samples from children, custodial, and non-custodial parents, and performs related work as required. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Specialist II after one year of satisfactory performance at the trainee level.

Minimum Qualifications

While the following requirements outline the minimum qualifications, the department reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job.

EITHER

Two (2) years of clerical experience involving extensive public contact;

OR

Completion of 60 semester or 90 quarter units of college.

Desirable Qualifications:

Experience in collections work, including interviewing clients and negotiating payments (i.e. Investigative experience in a collections agency, insurance agency, public social service agency), and experience accessing computer databases and maintaining computer files is highly desirable.

See Reverse for Instructions on How to Apply

Child Support Specialist I*

Sutter County

Department of Child Support Services

Monthly Salary: \$2,791 - \$3,478

Application Deadline:

December 12, 2011

5:00 p.m. PST

Tentative Examination Dates:

Written Exam: January 14, 2012

Oral Exam: February 6, 2012

Location:

**The resulting list will be used to fill vacancies in
Yuba City, California**

Additional Information

APPLICANTS WILL BE RATED BASED UPON THEIR RESPONSES TO THE SUPPLEMENTAL QUESTIONS. THOSE THAT ARE DETERMINED TO BE MOST HIGHLY QUALIFIED WILL BE INVITED TO PARTICIPATE IN THE NEXT STEP OF THE SELECTION PROCESS, WHICH WILL BE THE WRITTEN EXAMINATION.

A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance and a DMV clearance.

The existing eligible list will be abolished at the completion of this examination.

*At the discretion of the Sutter County Department of Child Support Services and with the approval of Merit System Services, qualified candidates certified to the eligible list established by this exam may be appointed to the Child Support Specialist II level if the appointee meets the Child Support Specialist II minimum requirements. Salary for the II level is \$2,948 - \$3,679.

The ability to speak and read Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the Merit System Services Spanish proficiency examination prior to appointment.

Sutter County

Sutter County, with a population of 97,000, is located in central northern California, just a short distance from Sacramento, Lake Tahoe, and San Francisco.

Yuba City, the county seat and the largest city within the County, has a population of approximately 60,360.

Sutter County is a major agricultural center with its economy primarily based in agriculture, manufacturing, construction, transportation/utilities, finance, insurance, and retail. Recreational and entertainment activities include renowned fishing and hunting, bird-watching, golf, soccer, softball and basketball leagues, top tier motocross competition, and award-winning local theatre productions. There are dozens of fruit stands and two Farmers' Markets which offer locally-grown fruits and vegetables from May to October.

HOW TO APPLY FOR THIS EXAMINATION

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto www.mss.ca.gov and following the instructions.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

MERIT SYSTEM SERVICES

241 Lathrop Way, Sacramento, CA 95815

Website: www.mss.ca.gov

Email: mss@cps.ca.gov

Phone: (916) 263-3614

Note: Your application and any additional material become the property of MSS. **Please make a copy for your file.**

This job bulletin will not be available online after the application deadline. Please print a copy for your records.

FOREIGN EDUCATION

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree and/or course equivalency from any of the listed member agencies.

THE EXAMINATION PROCESS

The examination process may include one or more of the following components: application evaluation, competitive rating of the application, supplemental questionnaire, written examination, work style assessment, job related exercise, and/or an oral examination.

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at mss@cps.ca.gov.

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral exam for this position please note the following: Prior to being scheduled for the oral examination, you will receive an email from Merit System Services, mss@cps.ca.gov, asking you to confirm your interest in the position and your availability to attend the exam on a specific date. If you do not reply to the e-mail sent to you by the specified deadline or you are not available on the specified exam date, you will not be scheduled for the oral exam.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS at mss@cps.ca.gov within five (5) days of the date on your letter/email notifying you that you have been invited to move forward in the exam process.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

CHILD SUPPORT SPECIALIST

APPLICANT INFORMATION REGARDING THE NATURE OF WORK PERFORMED

INTRODUCTION

Submitting an application is the first step toward a valuable and rewarding career as a Child Support Specialist. We offer this additional information in an effort to provide you with a clear understanding of the nature of the job and its requirements. Please take the time to review this information prior to submitting an application.

NATURE OF WORK

The primary function of a Child Support Specialist involves establishing paternity and child support obligations and enforcing child support laws. The work performed includes processing of a broad range of paperwork and entering information into a computer-based case data management system with very time sensitive agency and legal deadlines. The Child Support Specialist maintains a caseload and locates and interviews custodial and non-custodial parents and others to gather information for locating non-custodial parents and their assets, determining financial ability to pay child and medical support, establishing paternity and child support orders, and collecting those court- ordered support payments. They also prepare cases for court hearings.

Within legal requirements and departmental policies and procedures, Child Support Specialists operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. They have discretionary ability to obtain highly confidential information from a wide variety of sources, which must be used only for business purposes. Misuse of such information is subject to criminal and civil action.

Typical duties include:

- Takes sworn statements from the custodial parent and non-custodial parent, and arranges or facilitates DNA testing in cases where paternity is in question.
- Evaluates income and expense data of custodial and non-custodial parent to determine support capability; reviews financial history to determine arrears obligation.
- Explains legal requirements and the calculation of support payments to custodial and non-custodial parents and other involved parties.
- Issues Summons and Complaints and Proposed Judgments to establish paternity and support orders and enforces those orders through wage assignments and other legal actions.
- Obtains and enforces health insurance orders.
- Recommends cases for prosecution, prepares legal documents for court filing, assists attorneys in preparing cases, and testifies in court as necessary.
- Initiates and processes such legal actions as subpoenas, orders to show cause, registration of foreign support orders, notices of assignment, writs of execution, property liens, orders of examination, and contempt of court actions pertaining to the enforcement of child support.
- Responds to and investigates complaints from custodial and non-custodial parents regarding hidden assets and/or "under the table" employment.
- Accesses computerized databases and maintains computerized files. Responds to and complete numerous daily, weekly, and monthly automated task lists.
- Responds to inquiries from the public, private attorneys, appointed and elected officials.
- Provides case status information and interprets child support statutes, regulations, and procedures to custodial and non-custodial parents.

Child Support Specialists are expected to handle a high volume of work which is deadline driven. Applicants must be able to prioritize, plan and project their work, but at the same time be flexible to changes at any moment, such as unscheduled visits from clients. They perform in a high stress work environment.

It is important to understand that the actions you take as a Child Support Specialist impact the lives of clients and their families, both emotionally and financially.

CONTROVERSIAL ISSUES

As a Child Support Specialist you may be required to take actions that conflict with your own values. A Child Support Specialist must be able to accept clients' differences and interact with them in a non-judgmental manner. Some of the controversial issues encountered in a Child Support environment include:

- Enforcing mandatory guideline child support orders that may not seem reasonable
- Attaching the wages of non-custodial parents who then allege they will not be able to support their current family
- Negatively impacting a non-custodial parent's credit rating
- Intercepting state and federal tax returns
- Revoking driver's licenses, required employment and professional licenses, and passports
- Clients who do not wish to be cooperative
- Clients in a highly emotional or irate mental state
- Custodial parents involved in Welfare fraud
- Clients who are domestic violence victims
- Clients with felony convictions
- Homeless individuals and families
- Clients whose life style, culture, and/or values may be significantly different than your own
- Mandatory reporting of child and adult abuse

SUPPLEMENTAL FORM – PAGE 1

**CHILD SUPPORT SPECIALIST I
SUTTER COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES
APPLICATION DEADLINE: 12/12/11**

Your responses to this supplemental questionnaire are an integral part of your examination, and will be reviewed and evaluated based on the job requirements. Applicants with the most relevant experience will be invited to the examination. It is important that your responses be as complete and detailed as possible. Please write your responses on separate sheets of 8 ½ X 11 paper, referenced to the appropriate questions, and attach them to this cover sheet. IF YOU APPLY ONLINE YOU DO NOT NEED TO COMPLETE THIS FORM. IT WILL BE PART OF THE ONLINE APPLICATION.

Name: _____ Date: _____

FAILURE TO RESPOND TO THIS SUPPLEMENTAL QUESTIONNAIRE AND SUBMIT YOUR RESPONSES TO MERIT SYSTEM SERVICES BY THE APPLICATION DEADLINE WILL ELIMINATE YOU FROM THE EXAMINATION PROCESS.

1. Do you have any experience performing collections work including interviewing or the gathering of information? If Yes, please answer question 2.

YesNo
2. Please describe your collections work experience including a description of any interviewing performed in conjunction with your collections experience. Include the dates worked, hours per week, the employer, and a brief description of duties for each job.
3. Do you have any additional interviewing experience not mentioned above in Question 2? If Yes, please answer question 4.

YesNo
4. Please describe your interviewing work experience including dates worked, hours per week, the employer, and a brief description of duties for each job.
5. Rate your level of expertise in utilizing Microsoft Word. Briefly discuss why you chose this rating.

5 = Excellent (used advanced functions/features or for complex research)

4 = Above Average

3 =Average (used on a regular basis for basic projects)

2 =Below Average

1 = Extremely Poor (never or very rarely used)

SUPPLEMENTAL FORM – PAGE 2

**CHILD SUPPORT SPECIALIST I
SUTTER COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES
APPLICATION DEADLINE: 12/12/11**

6. Rate your level of expertise in utilizing the Internet for purposes of researching and gathering information or data. Briefly discuss why you chose this rating.

5=Excellent (used advanced functions/features or for complex research)

4=Above Average

3=Average (used on a regular basis for basic projects)

2=Below Average

1= Extremely Poor (never or very rarely used)

7. Rate your level of expertise in utilizing Microsoft Excel. Briefly discuss why you chose this rating.

5= Excellent (used advanced functions/features or for complex research)

4= Above Average

3=Average (used on a regular basis for basic projects)

2=Below Average

1 = Extremely Poor (never or very rarely used)